

RECEIVED
JAN 1 2019

CL-11152822-4153

To Whom It May Concern,

I am [REDACTED] year old owner of a 2012 Sonata Hyundai, with 4 recalls on this car. I bought this car from Pearson Hyundai, 9530 Midlothian Pike, Richmond, VA. 23235. 800-701-6008

I have repeatedly called this dealership for over 3 years requesting the parts for these recalls, only to be told by George Green, Jason, and Mike in the service department that they would call me when the parts came in. No calls, no parts!

Finally, in early November I contacted the National Highway Traffic Safety Administration and filled out a complaint. My car air bag light came on and stayed on—I st RECALL, then we could smell a hot smell from the engine...I then requested my daughter [REDACTED] to drive the forty miles to the dealership and ask in person to get on the list for recall parts, she was told by the service dept manager, Jason that the car had too many miles to fix the recall.

So, on December 19th 2018, [REDACTED] and I drove the car back to the dealership to request the repairs because the airbag light prevented the inspection sticker AND the engine was now ticking. When accelerating the engine made a metal on metal noise, it was apparent that the engine was going to blow or the car was going to catch fire.

When we arrived I explained this entire situation to several people and we were placed with George Best—awesome man, who listened intently. He conferred with several other salesmen. (This was the dealership's Christmas lunch party and we had arrived at 11 a.m.) At 2 pm there was still no resolve and we had to pick up our [REDACTED] yr old, special needs grandson from the bus so we left to retrieve him 40 miles back and 40 miles to return to the dealership. I explained

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that I could not afford to buy another car and just wanted my car fixed. If that was not an option, could they give me a car to drive until the recall parts were fixed on my car? The answer to that was a firm No, that's not an option.

I was told that my only option was to buy a new vehicle. I stated clearly that I could not afford a new car. They stated that a new car was the only option that I had. I then questioned whether I could buy an older model SUV out of their used inventory (so that my loan payment would not increase) and was again told that there was absolutely no way that they could sell an older vehicle to me because I still owed \$8000 on the Sonata. Suddenly, my credit was being checked, Hyundai calls me with some kind of credit information, I'm asked how much do I owe on Sonata-\$8,000 I say...I am current...\$257.56 a month. Next thing I know, the Manager had picked out a car for me, white Elantra-2018.

I stated that I did not come to buy a new car but to get the existing car fixed because of the 4 recalled issues with it. The dealership then told me that I either had to buy the Elantra (way to small because everyone in my family is 6 feet tall) or that I can drive the Sonata that was unsafe and going to blow the engine when I left, with my daughter and grandson in the car.

I showed at least 5 people my paperwork from NHTSA and showed them the phone history on how many times that I have called to get the car fixed but was told they did not have the parts therefore could not help in fixing the car. I insisted George make a copy of this important letter. I'm on a fixed income and cannot afford to DOUBLE my payment. I asked Angela Willoughby-Finance Manager if I understood this situation correctly, I am NOT getting the Sonata fixed ---NO INSPECTION AVAILABILITY WITHOUT REPAIRS but my choices are to drive me and my family home in a car that smells like it will catch fire or blow up any

second OR BUY A NEW CAR (only the Elantra that they chose)? I again asked if there was an older model vehicle that was in my price range and again was told that there were no options but the new 2018 Elantra. Angela stated she did not want me to sign if I wasn't comfortable BUT I COULD DRIVE MY SONATA HOME WITHOUT THE NECESSARY REPAIRS; maybe killing my family...This was 9:15 PM. 11AM—9:30 PM A whole day for WHAT!

I was stunned... what kind of dealership is Hyundai running that they are willing to put an entire family in an unsafe vehicle because of manufacture recalls? I did not tear this car up, these were issues caused by the company.

So I signed this contract on a car I never wanted...we are 6 feet tall crammed into a tiny car, NEVER OFFERED A REPLACEMENT CAR WHILE MY WAS BEING REPAIRED!!!

Feeling manipulated into DEBT \$389.90 per month plus insurance increases on a fixed income and part time jobs I CAN'T afford!

I have never had any issues with a vehicle or dealership in the past but this has taken things to a whole new level. I should be able to trust that Hyundai would treat their loyal customers better than this. Not offering to fix the recalls on the vehicle, refusing to give me a safe vehicle until they had the vehicle fixed, refusing to sell me a used older model vehicle that I could afford and making me either leave with an engine that is going to blow up when taken off the lot or telling me that I HAD to buy an Elantra that I couldn't afford and didn't physically fit in. As a Chaplain, I am constantly carrying people from one place to another...small car does not work! This not good business! I am not one to complain but this seems not only illegal but a dangerous business. Please help me take the necessary steps to resolve this matter.

Sincerely,





U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g. tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

Date Received

20-NOV-2018

Repository ☐

Reference No.

11152822

OWNER INFORMATION (Type or Print)

Name

Address

City

MECHANICSVILLE

State

VA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

5NPEB4AC6CH

Make

HYUNDAI

Model

SONATA

Model Year

2012

Date Purchased

8-15-15

Dealer's Name and Telephone Number

Pearson Hyundai 804-741-6008

Engine:

No: Cylinders

Fuel Type:

Reg

Original Owner

☐

Dealer's City

Midlothian VA 23235

State

VA

Zip Code

23235

Transmission Type

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

AIR BAGS Light
Engine -

Incident Date(s)

02-SEP-2013

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 150000 SEAT BELTS, 140000 AIR BAGS

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2012 HYUNDAI SONATA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 18V137000 (SEAT BELTS, AIR BAGS); HOWEVER, THE PART TO DO THE RECALL REPAIR WAS NOT AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. WEST BROAD HYUNDAI (LOCATED AT 8903 W BROAD ST, RICHMOND, VA 23294, (804) 755-7777) WAS CONTACTED AND CONFIRMED THAT THE PART WAS NOT AVAILABLE. THE MANUFACTURER WAS CONTACTED AND MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mechanicsville VA

W48-226



US Dept of Transportation
National Highway Traffic Safety
Office of Defects - NEF 100
1200 New Jersey AV SE
Washington DC 20590-9382

20077-9382



PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

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